

TO: Executive Committee

DATE: 12/04/06

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Revised Strategic Scorecard

PROPOSED MOTION(S): Approve the revised Strategic Scorecard

DISCUSSION: The Quality Assurance and the Program Planning & Development Committees will no longer be meeting on a regular basis; therefore, the Strategic Scorecard has been revised. The Executive Committee will now review measurement categories previously reviewed by the two committees.

**ATTACHMENT(S):
Revised Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

WIB GOALS

Goal # I Train and attract adaptable workers to fill industry needs.

Goal # II Influence the K-12 education system to design and implement strategies that provide students knowledge of employee skills and attitudes and develop metrics to assure success.

Goal # III Become an active advocacy voice and take political action on workforce development issues at the local, state, and national levels.

Measurement Category: Customer Perspective

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Business Customer Satisfaction				Exec
a. Employer Needs Are Being Met	80% Satisfaction Rate & Increase in the # of Employers using Worknet Services	Face to face 10 Question Survey of 30 Employers	Annually (July)	
b. Are the Right Industries Targeted <ul style="list-style-type: none"> • Economic Development Targeted Industries • Growth Industries 	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec
2. Job Seeker Customer Satisfaction				Exec
a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Biannually (Jan/July)	
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	One Stop Management	Biannually (Jan/July)	Exec

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<p>3. Workforce Development Advocacy/Awareness</p>	<p># Of Face to Face Meetings</p> <p># Of Written Communications</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Meetings with Legislators</p> <p>Written Communication with Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>	<p>Annually (April)</p>	<p>Executive</p>
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Measurement Category: Internal Operations/Organizational Effectiveness

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
<p>1. Program Accountability:</p> <p>a. Plan vs. Actual Participant Activity</p> <ul style="list-style-type: none"> • Numbers • Merced County Population Demographics <ul style="list-style-type: none"> White - 46.7% Hispanic - 32.4% Asian – 6.8% African Amer – 3.8% Amer Indian – 1.2% Others – 9.1% 	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p>	<p>Participant Reports</p> <p>Participant Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p>	<p>Exec</p> <p>Exec</p>

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<ul style="list-style-type: none"> • Performance Measures 	Attain 80% level on Goals	Performance Reports	Quarterly (Nov/Feb/May/Oct)	Exec
b. Report Results:				
<ul style="list-style-type: none"> • Audits 	Zero Findings	County Audit Single Unit Federal Audit	Annually (May)	Exec
<ul style="list-style-type: none"> • Monitoring 	Zero Findings	EDD Monitoring WI Monitoring	Annually (Feb) Biannually (Jan/Jul)	Exec
<ul style="list-style-type: none"> • Youth Quarterly Program Reports 				
Out-of-School Youth	Acceptable Progress		Quarterly	YC
Younger Youth	Acceptable Progress	Report from MCOE	Quarterly	YC
		Report from MCOE		
c. Resources are Allocated Appropriately:				
<ul style="list-style-type: none"> • The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported 	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
<ul style="list-style-type: none"> • Quality Controls 	Improved Scores		Annually (July)	Exec
<ul style="list-style-type: none"> • Productivity 	Attainment	Customer Satisfaction Data Performance Measures	Annually (July)	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

Measurement Category: Financial/Market Perspective

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <ul style="list-style-type: none"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source • By service • Plan vs. Actual 	80% Expended by End of Year	Fiscal Reports	Monthly	Exec
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

Measurement Category: Learning and Innovation

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development/Castle Development	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, BEO and EDAC.	Quarterly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

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Glossary

Exec - WIB Executive Committee

YC - Youth Council

Revision Date: December 4, 2006